## CITY OF KENT JOB DESCRIPTION

Position Inventory Number:					
Classification Specification: <u>HUMAN RESOURCES MANAGER</u>					
Salary Range: NR 47 - Management Benefit Level B					
Position Description: NR Class & Comp/Benefits Manager					
Incumbent:					
Location: Employee Services – Benefits Division					

#### **GENERAL PURPOSE:**

Under the direction of the Employee Services Director, plan, organize, and manage the day to day operations of the Non-Represented Classification and Compensation/Benefits Division.

Work is characterized by a substantial amount of management, administrative, and supervisory functions. Duties and responsibilities include, but are not limited to, serving as the Benefits Manager for the City's insured and self-insured health and welfare programs and employee recognition programs; developing, negotiating, and recommending strategic changes in the City's benefits systems as necessary; developing and recommending strategic changes in the City's Non-Represented classification/compensation system as necessary managing the Family Care Act (FCA), Family Medical Leave Act (FMLA), and Health Insurance Portability and Accountability Act (HIPPA); ensuring compliance with legal and regulatory standards; serving as the City's private Officer in compliance with HIPPA standards; serving as a consultant and technical advisor to management and employees on a variety of personnel matters; supervising assigned staff; and assisting the Director in City Personnel Policy planning, development, and implementation. The incumbent is also frequently involved in highly sensitive, political, and emotional interpersonal relations requiring skill in gaining trust and confidence from others.

Work is performed under managerial direction. The supervisor provides the incumbent with assignments in terms of broad practice, precedents, policies, and goals. Work may be reviewed for fulfillment of program objectives and conformance with departmental policy, practice, and/or objective.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES:

Manage the day-to-day operation of the Benefits Division of the Employee Services Department.

Manage the City's Non-Represented Classification and Compensation system; maintain knowledge of current trends and practices; develop and recommend compensation strategies to enable the City to proactively compete in the market to recruit and retain a qualified and professional work force.

Supervise assigned staff in accordance with the City's policies, procedures, and applicable

laws. Responsibilities include, but are not limited to, interviewing, hiring, training, assigning, and evaluating work; appraising performance; rewarding and disciplining employees; addressing complaints and disputes; resolving problems; recommending promotion and disciplinary action; approving/scheduling sick leave and vacation time; and recommending termination as appropriate.

Administer a comprehensive self-insured and insured health and welfare program for employees' citywide; evaluate the program effectiveness; conduct research; and implement changes as necessary.

Administer the City's health care contracts; ensure insurance carriers' and third party administrators' compliance with all terms of the contracts and within state and federal laws; negotiate or work with the broker on contract renewals as needed.

Serve as the chair and City representative on the Health Care Committee to evaluate the City's health care and benefit programs; conduct research, benefit surveys, and serve as technical advisor to the Committee as needed; evaluate services, coverage, and options available through insurance and investment companies to determine which programs would best meet the needs of the City; recommend benefit plan changes to the unions, employees, and management; and implement modifications as needed.

Serve as LEOFF I Board Secretary by administering medical claim payments, policies, and procedures; and maintain the Medicare reports for prescription drug refunds.

Serve as the technical advisor to the Employee Services Director, the Chief Administrative Officer, Department Directors, and the City Council on matters of policy, practice, and impact of regulations relating to the area of responsibility.

Manage the citywide employee benefits programs (i.e. Employee Assistance, Wellness, Management Benefits, Insured Benefits programs, etc.) and the employee recognition program; evaluate, research, and implement continual improvements such programs as necessary.

Assist with citywide training programs including, but not limited to, Colors, FMLA, Investment in Excellence, supervisory, and policy training.

Responsible for the preparation and distribution of verbal and written information to employees relating to benefit programs such as insurance plans, pension plans, employee recognition programs, paid time off, and special City sponsored activities.

Manage new hire orientations and exit interviews; coordinate FMLA, FCA, and general leave of absences in compliance with City policies and procedures and federal and state laws.

Serve as Employee Services liaison to Payroll and Information Technology to coordinate processes and procedures; exchange information; automate benefit systems; and coordinate and conduct timekeeper training.

Serve as liaison with Risk Management on drug/alcohol testing and provide positive results to appropriate parties; coordinate employee leaves of absence and long-term disability claims with worker's compensation claims as needed.

Provide internal counseling and consulting services to departments on a variety of personnel and employee benefit matters; ensure City and departmental compliance with employment laws and regulatory agencies.

Consult with the Employee Services Director on short and long-range planning of the division's budget; staff projections; and goals, policies, procedures, and practices.

Assist the Director in developing and implement personnel policies and procedures.

Communicate and provide information to City personnel, outside agencies, and the public regarding City personnel policies and procedures, benefit programs, practices, etc.; respond to a variety of inquiries and complaints as needed.

Coordinate and/or perform special projects including internal investigations; conduct research and analysis as assigned.

Become familiar with, follow, and actively support the vision, mission, values, and behavior statements of the department and the City.

### PERIPHERAL DUTIES:

Chair or serve as member of various City committees and task forces as assigned.

May act as Employee Services Director in the Director's absence as assigned.

Perform related duties as assigned.

### KNOWLEDGE, SKILLS AND ABILITIES:

### KNOWLEDGE OF:

- Municipal government policies, procedures, practices, objectives, and structure; and applicable local, state, and federal laws, codes, regulations, and ordinances
- Principles, practices, and laws required to develop, implement, and evaluate health and welfare and employee benefit programs
- Classification system and compensation plan development and administration
- Current literature, trends, and developments in the field of Human Resource Management and benefit program administration
- The City's self-insured health and welfare plan; principles and procedures of insured and self-insured programs administration
- Methods, principles, and practices of effective conflict resolution
- Modern management and supervisory theories, principles, and practices
- Principles and practices of governmental budgeting, accounting, and purchasing
- Modern office practices, procedures, and equipment including personal computers related

- software such as word processing and spreadsheets programs
- Principles, polices, and procedures of development and maintenance of Citywide personnel records
- Correct usage of English grammar, spelling, punctuation, and vocabulary

#### SKILLED IN:

- Using research, investigation, and analytical methods, practices, and procedures
- Developing, recommending and administering organizational structures and employee classification and compensation plans
- Applying principles and practices of administration, supervision, and training including hiring, training, directing, evaluating, awarding, and disciplining staff
- Effectively organizing and expressing ideas through use of oral and written communications
- Effectively using interpersonal skills in a tactful, patient and courteous manner

### **ABILITY TO:**

- Work independently and make decisions within broad guidelines
- Establish and maintain trust, confidence, and effective working relationships with coworkers, elected officials, managers, supervisors, employees, and the public
- Evaluate program policy and practices; define problem areas; develop and direct policy and practices to improve operations
- Demonstrate positive and effective interaction and communication with individuals of diverse occupational and social-economic backgrounds
- Work effectively on several projects concurrently
- Maintain confidentiality
- Respond to common inquiries or complaints from personnel, regulatory agencies, or the public
- Develop and implement mission, strategic goals, and objectives for the assigned division
- Compose, proofread, and edit general correspondence, routine reports, contracts, grievance responses, personnel policies and procedures, etc.
- Read, analyze, and interpret technical journals, financial reports, legal documents, operating
  and procedure manuals, general business periodicals, professional journals, government
  regulations, etc.
- Speak effectively and present information before groups of employees, managers, or officials
- Add, subtract, multiply, divide; compute fractions, ratios, percentages, proportions; draw and interpret graphs and charts; apply these concepts to practical situations
- Define problems, collect data, establish facts and draw valid conclusions; apply common sense understanding to solve practical problems

## EDUCATION AND EXPERIENCE REQUIRED:

Education: Bachelor's degree in Public or Business Administration, Human Resources

Management, or a related field; and

Experience: Four (4) years of increasingly responsible human resources experience at a

professional level affording a familiarity with health insurance administration, personnel policy and procedures with at least two (2) years of supervisory or lead

experience.

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Or:

In place of the above requirements, the incumbent may possess any combination of relevant education and experience which would demonstrate the individual's knowledge, skill, and ability to perform the essential duties and responsibilities listed above.

# LICENSES AND OTHER REQUIREMENTS:

 Valid Washington State driver's license, or the ability to obtain within thirty (30) days of employment

# MACHINES, TOOLS, AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to, personal computer including spreadsheet and word processing software, printers, telephone, fax and copy machine, calculator, and projector.

#### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; talk; and hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

### **WORKING CONDITIONS:**

Work is performed in an office environment subject to frequent interruptions by walk-in applicants, employees, telephone calls, and inter-office activities; may be exposed to individuals who are irate or hostile; and may be required to travel to different sites. The noise level in the work environment is usually moderate.

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SIGNATURE	ES:				
Incumbent's Signature		Date	Supervisor's Signature	Date	
Approval:					
Department Director/Designee Date		Date	Employee Services Director/Designee Date		
** Note:	* Note: This document will be reviewed and updated annually at the time of the employ performance appraisal; when this position becomes vacant; or, if the duties of position are changed significantly.				

Revised: 3/1/07